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ABSTRACT

In spring 1996, California's College of the Canyons conducted a survey of currently enrolled students to determine their satisfaction with college services. A total of 608 surveys were distributed to 23 faculty members, requesting that they administer the survey during regular class time, with 22 faculty actually administering the questionnaire. Study findings, based on responses from 336 students, included the following: (1) 57.3% of the sample were between the ages of 18 and 24, compared to 52.6% of all students, and 61.3% were female, compared to 57.3% of all students; (2) 83.6% of respondents agreed that the quality of instruction was excellent; (3) 63.9% thought that there was a good variety of courses in their major, while 82.7% thought that there was a good variety of general education courses; (4) 82.4% agreed that faculty's syllabi delineated the subject matter to be covered in courses; (5) over half of the respondents indicated that they had never heard of the college's Cooperative Work Experience Education program and School-to-Career Internship/Job Shadowing program; (6) respondents indicated that they were most likely to enroll in classes that meet in the morning, on weekdays, and last 18 weeks. The student survey and cover memos are included. (AJL)

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ED 402 965

Student Survey for Accreditation

College of the Canyons

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JC 970 033

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College of the Canyons

Office of Institutional Development
26455 N Rockwell Canyon Road
Santa Clarita, California 91355
(805) 259-7800 Extension 328
FAX (805) 259 8302

DATE: May 14, 1996

TO: Carter Doran
Michael Dermody
Floyd Moos, Standard One
Dianne Van Hook, Standard One
Joan Jacobson, Standard Two
Joan Waller, Standard Two
Al Adelini, Standard Three
Glenn Hisayasu, Standard Three
Bernardo Feldman, Standard Four
Karen Wood, Standard Four
Leslie Bretall, Standard Five
Jan Keller, Standard Five
Diane Stewart, Standard Six
Jorge Perez, Standard Six
Gary Olmstead, Standard Seven
Bob Tolar, Standard Seven
John Drislane
Sue Bozman
Wink Wells

FROM: Nancy Mattice

RE: **Student Survey for Accreditation**

The data was gathered during this Spring semester of 1996. The survey questions were developed by the Standard Co-Chairs along with their committees and turned in to the Office of Institutional Development by April 17th. After some re-drafting of the questions, copies of the completed survey were placed in the mailboxes of 23 selected faculty members on Monday, April 29th

To save on postage costs and to ensure a higher response rate, the surveys were administered in classes by instructors during normal class times.. A cover memo, with instructions for the administration of the surveys, accompanied the surveys and requested that faculty administer the survey on Wednesday May 1st. The memo was signed by the Vice President of Instruction and Student Services, Carter Doran, and the President of the Academic Senate, Michael Dermody. See the memo attached.

Envelopes containing the surveys and cover memo were delivered to instructors by campus mailboxes. Completed questionnaires were returned to the Office of Institutional Development where data entry and data analysis, using SPSS for Windows software, was carried out.

Sample

A sample was sought that would be representative of the student body along major demographic variables. A representative sample can be obtained by selecting specific classes which replicate the demographics of these variables in the overall student body. The Computer Center ran a list of all classes offered at 10:00 a.m. and 7:00 p.m. on Wednesday. Classes were selected which provided us with a sample close to the student population along the lines of ethnicity, gender and age.

Response Rate

A total of 22 of the 23 faculty administered the survey to their classes, for a class response rate of 95.7 percent. The student response rate was also calculated according to the total number of surveys returned (336) in relation to the total number of questionnaires given to instructors for classroom administration (608). In this case, the student response rate was 55.3 percent. Class absences could have accounted for this lower student response rate.

Representativeness

An important reason for carefully selecting a sample is so that the results can be generalized to the larger population. How closely does the sample represent the population along important aggregate characteristics? In the following table, ethnicity, age and gender are compared between the sample and the Spring 1996 student population.

Table 1.

Representativeness of the Sample

Spring 1996

Age Groups	Student Population	Sample	Difference
18 - 24 years of age	52.6%	57.3%	+ 4.7%
Other ages	47.4%	42.7%	- 4.7%
Sex			
Female	57.3%	61.3%	+ 4.0%
Male	42.7%	38.7%	- 4.0%
Ethnicity			
White	65.6%	63.0%	- 2.6%
Non-White	34.4%	37.0%	+ 2.6%

As shown, ethnicity is accurately represented in the sample. However, the sample contains a slightly higher proportion of female (+ 4.0%) and traditionally-aged college students (+ 4.7%). Since there is less than five percent difference between the population and the sample along these two variables, the differences do not appear to have had an impact on the results.

Results

The results of the survey are presented on the attached survey form.

Follow-Up

Should you have questions about the results, please contact me at extension 328, or stop by.

Enclosures

College of the Canyons
Santa Clarita Community College District

Student Survey

N = 336

Dear Student:

Your responses to the following questions will assist the college in preparing for accreditation. Thank you for your assistance.

The Accreditation Steering Committee

Instructions: Please tell us whether you agree with each of the following statements. Circle the letter before your response.

1. The quality of instruction I receive in most classes is excellent. (2) N = 335
   a. Strongly agree (5)
   b. Somewhat agree (4) > 83.6%
   c. Neutral (3)
   d. Somewhat disagree (2)
   e. Strongly disagree (1)

   MEAN = 4.158
   MEDIAN = 4.000

2. There is a good variety of courses available in my major. (2) N = 336
   a. Strongly agree
   b. Somewhat agree > 63.9%
   c. Neutral
   d. Somewhat disagree
   e. Strongly disagree

   MEAN = 3.654
   MEDIAN = 4.000

3. There is a good variety of courses available to meet the general education requirement. N = 328 (2)
   a. Strongly agree
   b. Somewhat agree > 82.7%
   c. Neutral
   d. Somewhat disagree
   e. Strongly disagree

   MEAN = 4.241
   MEDIAN = 4.000

4. I am able to complete my academic program within a reasonable time period. (2) N = 333
   a. Strongly agree
   b. Somewhat agree > 61.2%
   c. Neutral
   d. Somewhat disagree
   e. Stongly disagree

   MEAN = 3.652
   MEDIAN = 4.000

5. I am able to register for classes I need with few conflicts. (2) N = 331

a. Strongly agree
b. Somewhat agree > 55.6%
c. Neutral
d. Somewhat disagree
e. Strongly disagree

MEAN = 3.489
MEDIAN = 4.000

6. Faculty members articulate clear criteria for evaluating students' work. (2) N = 330

a. Strongly agree
b. Somewhat agree > 75.7%
c. Neutral
d. Somewhat disagree
e. Strongly disagree

MEAN = 4.006
MEDIAN = 4.000

7. Faculty members' syllabi delineate the subject matter to be covered. (2) N = 330

a. Strongly agree
b. Somewhat agree > 82.4%
c. Neutral
d. Somewhat disagree
e. Stongly disagree

MEAN = 4.218
MEDIAN = 4.000

8. Faculty and other college staff distinguish between personal conviction and proven conclusions and present relevant data fairly and objectively to students and others. (1) N = 329

a. Strongly agree
b. Somewhat agree > 71.7%
c. Neutral
d. Somewhat disagree
e. Strongly disagree

MEAN = 3.951
MEDIAN = 4.000

9. Campus staff and faculty provide prospective transfer students with accurate and timely information about course planning, financial aid and transfer requirements. (2) N = 320

a. Strongly agree
b. Somewhat agree > 59.1%
c. Neutral
d. Somewhat disagree
e. Strongly disagree

MEAN = 3.709
MEDIAN = 4.000

10. Most courses contain information that reflects the diverse cultures of the people who live in this state. (2) N = 326

a. Strongly agree
b. Somewhat agree > 54.6%
c. Neutral
d. Somewhat disagree
e. Strongly disagree

MEAN = 3.644
MEDIAN = 4.000

11. Please indicate which one of the following statements best describes your experiences with each campus service or program. (2)

Use the following scale:

a. Have never heard of it
b. Heard of it, but have never used it
c. Have used it, but not satisfied
d. Have used it, and was satisfied
e. Have used it, and was very satisfied

Transfer Center	21.9% a	62.9 b	4.3 c	7.3 d	3.6 e	N = 329
H I T E /Honors Program	21.5% a	68.8 b	1.2 c	4.2 d	1.2 e	N = 330
Cooperative Work Experience Education Program (CWEE)	52.1% a	41.8 b	1.2 c	2.7 d	2.1 e	N = 330
School-to-Career Internship/ Job Shadowing Program	55.2% a	37.0 b	3.3 c	2.4 d	2.1 e	N = 330
College by Television	21.8% a	68.2 b	3.3 c	3.9 d	2.7 e	N = 330
Summer Session Classes	5.2% a	70.8 b	5.2 c	9.7 d	9.1 e	N = 329
Semester in London/Paris Programs	20.1% a	79.0 b	0.6 c	0.3 d	— e	N = 329
Community Services Classes	45.8% a	46.4 b	2.1 c	3.9 d	1.8 e	N = 330

12. Are you more likely to enroll in a class which meets: (2)

Place a check (✓) at the point on each scale which best indicates the likelihood of your enrolling.

% MARKING "1" OR "2"	(1)	(2)	(3)	(4)	(5)		MEAN	% MARKING "4" OR "5"
61.4%	In the morning					In the afternoon	2.432	26.9%
51.1%	Before 5:00 p.m.					After 5:00 p.m.	2.862	43.1%
82.1%	Monday - Friday					Weekend	1.517	5.4%
62.9%	For 18 weeks					For 6 - 9 weeks	2.173	18.7%

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13. Gender:
    a. Female 61.3%
    b. Male 38.7%

14. Race/Ethnicity:
    a. American Indian or Alaskan Native 3.6%
    b. Asian or Pacific Islander 8.2
    c. Black or African American 2.0
    d. Hispanic or Latino 18.4
    e. White 63.0
    f. Other _____ 4.9

15. Age:
    a. Below age 18 1.0%
    b. 18 to 24 years 57.3
    c. 25 years and above 41.7

Thank you for participating in this survey.

COLLEGE OF THE CANYONS

26455 Rockwell Canyon Road, Santa Clarita, California 91355 • (805) 259-7800

April 29, 1996

TO:

FROM: Carter Doran, Vice President of Instruction and Student Services

Michael Dermody, President, Academic Senate

RE: **STUDENT SURVEY**

We request your assistance with this student survey to gather information for the accreditation process. Your class has been chosen on the basis of day, time and demographic composition.

Please take 10 - 12 minutes of your _____ a.m./p.m. Wednesday to have your students complete the enclosed survey. **We request that you administer the survey on Wednesday, May 1.**

INSTRUCTION:

1. Distribute the surveys.
2. Read the following statement:

> **College of the Canyons requests your assistance to assess our programs and services. Please take a few moments to read the instructions at the top of the survey and respond to the 15 questions. If you completed the survey in your morning class, please do not complete another survey.**

3. Collect the surveys and place the completed ones in the envelope provided.
4. Return the envelope to the campus mailbox of: **Nancy Mattice** by Friday, May 3.

A report of the survey results will be prepared for the Accreditation Steering Committee.

Should you have any questions about the survey or the process, please contact Nancy Mattice at extension 328.

Thank you for your assistance with this project.

Enclosures

SANTA CLARITA COMMUNITY COLLEGE DISTRICT BOARD OF TRUSTEES

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